

Damara's Corner

Welcome to summer! Although our winter was mild, I am sure that many of you will be glad to see the sunshine again!

Just a reminder that if you plan to travel for more than 90 days out of the state this summer (or any time of the year), please do contact me in writing to request permission to take your TTY, CapTel or other device loaned by the State of Oregon. We usually grant permission, but do need to have your request on file.

Our staff has increased outreach efforts to populations who can benefit from OTAP, OTRS and TDAP. We have attended conferences and information fairs, including the statewide Self Help for the Hard of Hearing (SHHH) conference, the City of Salem Social Service Forum, and health fairs at Capitol Manor and Oregon State University. I am particularly proud of the outstanding job that our CapTel outreach contractors have done for the past three months. Our CapTel requests have increased substantially - so much that we have had to increase the number of units we designate each month from five units to 20! Our next information booth will be at the Oregon Association of the Deaf conference July 14-16 in Bend.

We are sad to see that Shirl Garcia will be moving on to Denver. For the past few years, she has worked diligently to increase awareness of the needs of speech impaired Oregonians. She leaves, as she puts it, "size 10 shoes to fill." If you are speech impaired and would like to represent your community at the quarterly TDAP Advisory Committee meetings (regardless of your shoe size!), please contact me at puc.tdap@state.or.us. We also have openings for hard of hearing and deaf candidates.

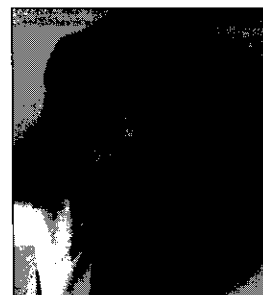
Enjoy the weather!

Damara Paris

Damara Paris, RSPF Manager
Public Utility Commission of Oregon

Saying Good-Bye to TDAP and Oregon

By Shirl Garcia, TDAP Advisory Committee



I remember my first TDAP meeting in September 2002. Van Scheppach, Oregon's former Sprint account manager, was reviewing the relay calls number. He remarked on the significant increase of relay calls made in the month of April. I take full responsibility for that increase... as that was the month I moved here from California!

Being speech impaired, the relay service has played a major role both professionally and socially in my life. It has allowed me to work independently and fulfill any job requirement (except traffic controller, operator or boxing announcer) and be successful in my own business. It also gives me a way to chat and stay in touch with family and friends.

Serving as vice-chair and being an active member of the TDAP Advisory Committee has been one of my cherished roles. Having the ability to spread the word about relay service and working with consumer issues have been a passion for me. I feel I have made a difference, along with my co-committee members.

As difficult as my move to Denver will be, it will be a new adventure. I will miss the committee; you all have made a difference in my life. With heartfelt thanks.

FCC Offers New Consumer Info Registry

The Federal Communications Commission has launched its new *Consumer Information Registry*, which is an e-mail service that provides customized information about the FCC's actions and related developments in telecommunications, disability issues, and other communications services.

The Registry can be customized to deliver information on whatever topics the subscriber chooses, including Telecommunications Relay Services, closed captioning, disability issues, or communications.

To subscribe, visit www.fcc.gov/cgb/contacts/. Click on subscribe and fill in the requested information.

Telecommunication Assistance Programs
Oregon Public Utility Commission
550 Capitol Street NE, Suite 215
P.O. Box 2148
Salem, OR 97308-2148

PRESORTED STANDARD
US POSTAGE

PAID

PORTLAND, OR
PERMIT NO. 24

ADDRESS SERVICE REQUESTED

Have a very safe and healthy summer!

TDAP Advisory Committee Members

Bill Drobkiewicz, Chair
Medford
Deaf Representative
wildbild@charter.net

Betty Sue Bischoff
Eugene
Hard of Hearing Representative
Bettrysueb@juno.com

Bob Case
Ashland
Deaf Representative
case_harold@hotmail.com

Cheryl Davis
Monmouth
Professional Representative
davisc@wou.edu

Renwick Dayton
Portland
Deaf Representative
ren_beth@comcast.net

Clark Jackson
OPUC Representative
clark.jackson@state.or.us

Lizzie McNeff
Portland
Mobility-Impaired Representative
mcneff@pdx.edu

Ishai Rosen
Corvallis
Deaf Representative
ishair@aol.com

Rosalie Schnackenberg
Portland
Deaf and Hard of Hearing Representative
rschnackberg@juno.com

Brant Wolf
Industry Representative
Oregon Telephone Association (OTA)
bwolf@ota-telecom.org

We have several vacant positions on the TDAP Committee. If you are interested in serving, please contact Damara Paris, RSFP Manager, at puc.tdap@state.or.us, (800) 648-3458 TTY or (800) 848-4442 voice.



Check our web site for
information on OTRS.
[www.puc.state.or.us/consumer/
otrs/default.htm](http://www.puc.state.or.us/consumer/otrs/default.htm)

OTRS CONTACT INFORMATION

Aparna Lele • OTRS Manager
7770 SW Mohawk St. BLDG F
Tualatin, OR 97062
Voice: 800.863.3003
TTY: 800.377.1150 Fax: 503.612.1116
E-mail: aparna.lele@mail.sprint.com

Damara Paris • RSFP Manager
Public Utility Commission of Oregon
550 Capitol Street NE, Suite 215
P.O. Box 2148
Salem, OR 97308-2148
TTY: 800.648.3458 Fax: 503.378.6047
Voice: 800.848.8442
E-mail: puc.tdap@state.or.us

OTS TODAY

SPRING 2007

★ UPDATES AND INFORMATION FROM OREGON TELECOMMUNICATIONS RELAY SERVICE ★

In Memory of Colin Mark Portnuff



November 8, 1951–February 11, 2007

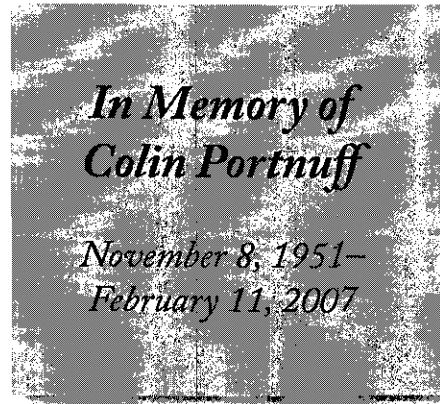
TDAP Member Colin Portnuff Passes Away

By Damara Paris

The staff of RSPF regrets to share that Colin Portnuff, who was a member of the Telecommunication Devices Access Program Advisory Committee (TDAPAC) since 2005, passed away on February 11.

Portnuff was an active TDAPAC member and provided critical information to the program on improving telecommunications accessibility for people who have speech disabilities as he dealt with his own disabilities resulting from Amyotrophic Lateral Sclerosis (ALS, commonly known as Lou Gehrig's Disease). As a result of his advocacy, TDAP has begun the process of providing speech generated devices as well as other equipment for Oregonians with speech disabilities.

Highly educated, with degrees in biomedical electronics and sociology, Portnuff held a variety of patents, including



cardiac monitors and an apparatus for synchronizing an ECG waveform for displaying superimposed heartbeats. His employment background was also varied, with positions ranging from marketing director for MTI and Bonica, product manager for Hewlett-Packard, and director of contract administration for Action Sports Media. He was the president of Island Joe's Tropical Café in Portland during the time of his diagnosis and continued to run the business until selling the business

prior to his passing.

Portnuff is survived by his wife and two children. He will be greatly missed by our community. We are grateful that we had the opportunity to work with this intelligent and passionate advocate for people with disabilities and we will cherish his contributions to our community.

This issue is dedicated to Colin's never-ending passion for his work and the speech-impaired community.

Oregon Poison Center Can Now Receive TTY Calls

TDAP recently mailed a letter to over 1,300 TTY users regarding the Oregon Poison Center. Currently, many people call the Oregon Poison Center through relay services for poison-related questions and emergencies. In an effort to provide direct access for TTY callers, the Oregon Poison Center has installed NexTalk software. The NexTalk software uses both telephone and computer technology that connects TTY callers to a computer user.

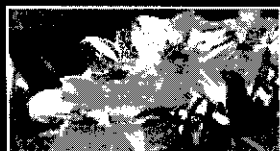
The Poison Center asked the Public Utility Commission (PUC) for help in informing the public about this exciting and new accessible method of telecommunications. The PUC, in its letter, asked TTY users to make test calls to the Oregon Poison Center's NexTalk software. We asked TTY callers to inform the representative that it was a test

call, confirm that they had reached the Oregon Poison Center, and make sure communication was clear. We also advised that the center could only handle one TTY call at a time; otherwise, the TTY call would be routed to the relay service.

TTY callers were then asked to contact Registered Nurse Brian Arnzen at the Poison Center, by either phone at (503) 494-6839 or e-mail at arnzenb@ohsu.edu. If you make test calls, he would appreciate knowing whether you were able to access the poison center, and any other feedback you have.

Thanks to all those TTY users who have helped and will help make a difference for the Oregon Poison Center and Oregonians who use TTYs.

For poison-related questions or emergencies, call the Oregon Poison Center at 1-800-222-1222 TTY



Jon's Corner

Though the passing of an esteemed TDAP Advisory committee member starts my article on a somber note, Colin Portnuff would want us to celebrate the arrival of spring. Colin, a TDAP Advisory Committee member, passed away February 11. We lost a wonderful and influential man who faced his debilitating disease with courage and dignity. Though I had only met him twice, his passion and advocacy efforts were an inspiration. A speech-language pathologist who worked with Colin suggested that we honor him by naming the TDAP portion of the speech-generating device program the "Portnuff Program." I agreed wholeheartedly; Colin's work will continue to impact the lives of speech-impaired Oregonians. This newsletter is dedicated to Colin's memory and the lives he enriched.

I am pleased to announce that effective Jan. 8, David Poston became the new Central Services Division Administrator. David has an extensive background in budgeting, finance, project management and customer service and has served in various management positions since 1977. We are fortunate to have him aboard!

We are still seeking three members who are either hard of hearing, deaf, or speech-impaired to serve on the TDAP Advisory Committee. I encourage you to consider this exciting and rewarding opportunity. We need to hear from our consumers on how we are doing and what we can do to be a better program! Please see the advertisement in this newsletter for further information on how to apply.

Lastly, but not least, I am happy to announce that deaf and hard of hearing customers who have a videophone and whose primary language is American Sign Language will now be able to contact a TDAP/OTAP representative who knows ASL for service via videophone at (503) 378-6211! We invite you to call us via videophone for effective communication in your native language!

I hope to see you at the Taste of Technology event on April 27!

*Jonathan Cray, RSPF Manager
Public Utility Commission of Oregon*

2007 Outreach Events for TDAP, OTAP & OTRS

Outreach events were conducted for TDAP, OTAP, and OTRS at the following events to continue the promotion and awareness of each program. RSPF and the OTRS outreach team has been proactive not only by conducting face to face outreach, but by media.

For instance, the "Bridges to Communication" advertisement, featured in the last issue, is currently being featured prominently in the free Nickel Ads Classifieds in the Mid- and South-Valley regions of Oregon for six weeks. That advertisement has also been featured in several editions of the Hearing Loss Association newsletter. OTRS also developed a new advertisement for OAD, Hearing Loss Association of Oregon and other local newsletters (*see page 11 in this issue*).

TDAP, OTAP, and OTRS have been recently added to the website for Friends of Libraries for Deaf Action (FOLDA) at www.folda.net. FOLDA's mission is to promote library access to resources for the deaf and hard of hearing community anywhere and at anytime. In addition, the New Voice Club newsletter targeting the speech-impaired population and its affiliated professionals featured an article about TDAP's TeliTalk Electrolarynx Telephone for those who have had laryngectomies and Ameriphone XL25s, which amplifies outgoing weak speech.

- Oregon City Berry Farm Retirement Home: February 21
- Coos Bay Native American Elder's Day: March 16
- 4th Annual Hearing Loss Association Conference in Roseburg – March 17
- Native American Training Retreat for Hearing and Deaf Natives—February 23-25
- Deaf Women of Oregon and Washington fundraiser—February 25
- OTRS CapTel trainers provided over 30 individual trainings to CapTel users since February 1

Upcoming events include speaking at retirement communities, to hearing aid specialists if Senate Bill 40 passes, at Veteran's Hospitals, the Taste of Technology forum, and the biennial Oregon Association of the Deaf conference.

PUC's New Administrator: David Poston



David Poston

David Poston, the new Central Services Division Administrator, joined the Public Utility Commission in June 2006 as a senior financial analyst in the Economic Research and Financial Analysis Division. He assumed Vicki McLean's position as the Central Services Division Administrator in January 2007.

Prior to working at the PUC, David served as the Director of Facilities Management at Salem Hospital for nine years, and was responsible for thirteen cost centers including, Construction & Engineering, Clinical Engineering, Plant Engineering, Property Management, Safety & Compliance, Utilities Management, Security, Environmental Services and Laundry.

His educational background includes a master's degree in business administration and a bachelor's degree in business management and economics, and bioengineering technology.

David has lived in Salem since 1995, but he grew up in Florida, and has lived and worked in various parts of the U.S. He also worked overseas, including five and one half years in Saudi Arabia and a year in Japan. He served on submarines in the U.S. Navy, and has been exposed to a wide diversity of cultures and work environments.

Please join OTRS in welcoming David to the team. He is looking forward to working with the Central Services staff and continuing the division's long history of excellent service and support.

Taste of Technology Forum: April 27 in Salem

OTRS, Sprint and PUC are pleased to present the second annual Taste of Technology forum on April 27. This year's keynote presenter will be Sheila Hoover, an administrator at the Department of Human Services. Sheila was a vocational rehabilitation counselor for deaf and hard of hearing consumers for many years, advocating on their behalf to improve their vocational opportunities. She has also participated in a number of advisory boards, including the Deaf and Hard of Hearing Access Program, Oregon Deaf and Hard of Hearing Services to name a few.

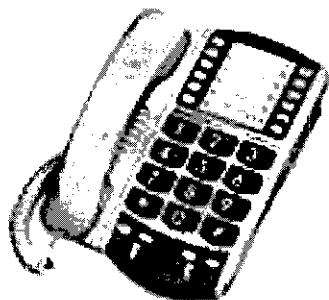
This year, the forum will take place at the Salem Conference Center, and the registration, which includes food and is sponsored by Sprint Relay, is free of charge. Sprint, Oregon Telecommunications Relay Service, Oregon Telephone Assistance Program, Telecommunication Devices Access Program, ATI Technologies, Cochlear Corporation, a speech therapist focusing on speech generation devices are slated to present at this forum. Booths from these organizations are available throughout the day for more information after the presentations. Please do consider attending, but sign up soon! Only 125 slots are available.

For more information, see the Taste of Technology flyers included on pages 8-9. Contact Cindy Campbell at hqnw@charter.net if you have any questions or would like to request accommodations.

Development of Speech Generating Devices Underway

Work on the inclusion of speech generating devices is well underway. After meeting with various vendors and professionals in the field of alternative and augmentative communication, PUC is in the process of working with a esteemed speech-language pathologist who has extensive experience and knowledge in the field. The speech-language pathologist will help PUC develop the speech generating device program while promoting a customer-oriented approach as the speech-impaired population applies to obtain equipment. Stay tuned for further updates!

TDAP Updates: Equipment Updates, SB40, and the Future



Ameriphone XL25s

TDAP is thrilled to announce the addition of telecommunications equipment for individuals who have difficulty producing audible speech due to injury, radiation of the throat, mouth, or tongue, etc. The Ameriphone XL25s increases a person's outgoing voice up to ten times louder or approximately 20 dB. Features of the phone include:

- Automatically resets the outgoing amplifier when you hang up and returns to amplifier setting with the push of a button
- Hearing aid T-coil compatible handset.
- Large, easy-to-see dialing keys
- Bright visual ring flasher
- Adjustable loud ringer
- 12 memory speed dial buttons
- Desk or wall mounting

Old Krown TTYs

Do you still have a Krown TTY loaned to you by TDAP? Since TDAP stopped loaning the Krown TTY models in 1993, your TTY is at least 14 years old! We encourage you to exchange your TTY at any time to avoid potential problems that may arise from using old equipment.

TDAP has the following available equipment for exchange:

- Ultratec 4420 TTY
- Ultratec 4425 TTY
- Ultratec 225 TTY
- Ultratec Uniphone 1140 (Voice Carry Over, Telephone, and TTY all in one)

Please feel free to contact TDAP if you'd like to learn about other types of available equipment and accessories not listed.

Senate Bill 40

RSPF staff identified the need to expand the types of professionals certifying individuals as having a hearing loss. As a result, the staff submitted a legislative concept which was introduced and evolved into Senate Bill 40.

SB40 allows licensed hearing aid specialists to certify individuals to receive assistive telecommunication devices or adaptive equipment through TDAP. Currently, support for the bill has been overwhelmingly positive from the community and hearing aid specialists, as well as members of the House and Senate! If the bill is passed, TDAP will plan a major marketing campaign notifying licensed hearing aid specialists throughout Oregon of this exciting step.

CapTel

RSPF is committed to providing customers with successful access to telecommunications. If you are still unsure of how to use your CapTel or if you are not using it, we have trainers available. We also have other

available equipment for exchange if you believe the CapTel does not suit your needs.

In an effort to ensure your independence in using your CapTel phone, we invite you to contact Damara Paris, Sprint Account Manager, to schedule a training session at:

damara.g.paris@sprint.com
503-937-2429 Voice Mail
503-937-2409 TTY
913-523-9873 FAX
VP: dparis.mysprint.tv

CapTel customer service is also available to you at the following:

1-888-269-7477 Voice/CapTel
1-800-482-2424 TTY
1-608-238-3008 FAX
CapTel@CapTelMail.com

We hope you are enjoying your CapTel phone!

Future Projects

TDAP staff continue to work diligently on many projects. We still are working on updating the cumbersome seven-page application by reducing the length, and convert it into a brochure that includes pictures of equipment and descriptions. We have obtained permission from manufacturers to use their photographs and brief descriptions. We also are working with a graphics design company for the new application, which will also be available in Spanish.

We intend to introduce modern Telebraille and possibly wireless and anti-stuttering telecommunication devices within the next year or two.

Oregon Telephone Assistance Program Updates

By Jonathan Cray

Two telecommunications companies have recently been designated by the PUC as eligible telecommunications providers (ETP) to provide OTAP services to their customers. Snake River PCS, a wireless company, and ComSpan USA, extending wire centers to Bandon, have joined the list of participating growing telephone companies. Cingular is slated to become an ETP (pending application), which brings the total to 39 telecommunications companies that participate in OTAP!

In the last issue, we premiered the new and updated OTAP application and since then, the application has been translated into Spanish, Russian, and Vietnamese! Applications can be printed or completed online at www.rspf.org.

Senate Bill 41

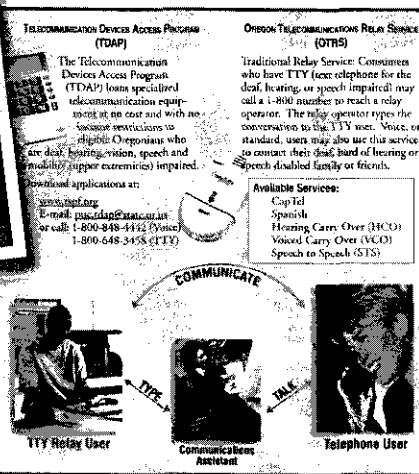
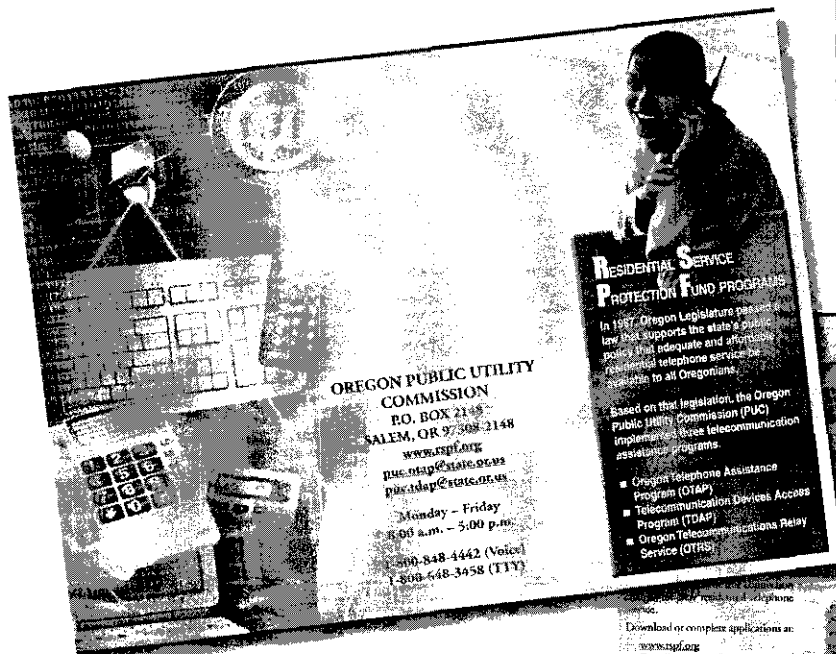
A bill has been introduced, Senate Bill 41, focusing on long-term residents. RSPF staff identified the need to modify the definition of "low income customers" eligible for the Oregon Telephone Assistance Program to include long-term care residents and residential care facilities who receive Medicaid and whose incomes do not exceed the federal poverty level at 135%. Staff then submitted a legislative concept which evolved into the proposed bill.

SB41 allows OTAP staff to approve a resident in long-term and residential care facilities who meet eligibility criteria for OTAP benefits. Support for the bill is strong and positive from the community as well as members of the House and Senate. If the bill is passed, OTAP will plan a marketing campaign notifying facilities of our services.

New Brochures Available

RSPF now has new brochures explaining our services. If you'd like to order brochures, e-mail puc.tdap@state.or.us, or mail a request to:

Telecommunication Assistance Programs
Oregon Public Utility Commission
550 Capitol Street NE, Suite 215
P.O. Box 2148
Salem, OR 97308-2148



RSPF SEEKS THREE COMMITTEE MEMBERS

The Telecommunication Devices Access Program Advisory Committee Announces the Availability of:

- ONE CONSUMER SEAT from the Hard of Hearing Community
- ONE CONSUMER SEAT from the Deaf Community
- ONE CONSUMER SEAT from the Speech-Impaired Community

Committee Members advise the Public Utility Commission regarding the Telecommunication Devices Access Program (TDAP), Oregon Telephone Assistance Program (OTAP), and Oregon Telecommunications Relay Service (OTRS). Committee Members provide essential input regarding adaptive equipment and its distribution in addition to matters affecting the telecommunication assistance programs and the disabled and/or low income populations in which they serve.

Mileage is reimbursed when the TDAP Advisory Committee meets quarterly (first or second Monday in March, June, September, and December) from

9 a.m. to Noon at Public Utility Commission of Oregon, 550 Capitol St., NE, Salem, OR 97301-2551.

If you are interested in serving a four-year term as a volunteer advisory board representative, please submit the following:

1. One letter of interest stating why you would like to serve on the advisory committee.
2. Your resume and relevant background information
3. One or more letters of recommendation from the community you represent

Please mail all materials to:

Jon Cray, RSPF Manager
Telecommunication Assistance Programs
P.O. Box 2148
Salem, OR 97308-2148
OR fax to 503-378-6047

For further information, please visit www.rspf.org or e-mail jon.cray@state.or.us



MOVED?

*Be sure to
let us know!*

If you've moved, we need your new phone number and address! All information will be kept strictly confidential. Please notify the TDAP office of your new contact information at:

(800) 648-3458 TTY
(800) 848-4442 Voice
E-mail: puc.tdap@state.or.us

Some Acronyms to Know

RSPF:	Residential Service Protection Fund
OTAP:	Oregon Telephone Assistance Program
TDAP:	Telecommunication Devices Access Program
OTRS:	Oregon Telecommunications Relay Service
FOLDA:	Friends of Libraries for Deaf Action
CapTel:	Captioned Telephone
ETP:	Eligible Telecommunications Provider
(O)PUC:	(Oregon) Public Utility Commission

2nd Annual **Taste of Technology**

April 27, 2007

FREE!

**9:00 a.m. – 5:00 p.m.
Salem Conference Center**

**200 Commercial Street SE, Salem, OR 97301
(Phoenix Grand Hotel)**

DEADLINE for Registration:

April 13th

First Come, First Serve

Registration Form on Back

Sponsors:



Sprint



9:00-9:30

Keynote Speaker (Continental Breakfast)

9:30-10:15

Sprint

10:15-10:30

Break

10:30-11:15

TDAP/OTAP

11:15-12:00

Speech Generating Devices

12:00-1:00

Lunch provided by OTRS/Sprint

1:00-1:45

Access Technologies, Inc.

1:45-2:30

Emergency Preparedness

2:30-2:45

Break (Refreshments)

2:45-3:30

OTRS/GapTel

3:30-4:15

Cochlear Implants

4:15-4:30

Evaluation

4:30-6:00

Nucleus Freedom Information (Cochlear America)

FM, Sign Language Interpreters and Real Time Captioning provided.

Low Vision Aids, Tactile Interpreters available on request.

Braille and Large Print Materials - MUST notify us 2 weeks in advance.

Local Hotels/Motels Nearby:

Phoenix Grand Hotel - 201 Liberty St SE - 503-540-7800 (0.1 miles)

City Center Motel - 510 Liberty St SE - 503-364-0121 (0.2 miles)

Travelodge Salem - 1555 State St. - 503-581-2811 (0.9 miles)

Howard Johnson - 2250 Mission St. - 503-581-9300 (1.6 miles)

For questions:

email Cindy Campbell at

hqnw@charter.net

2nd Annual Taste of Technology

April 27, 2007

FREE!

Registration Form (Please PRINT)

Name: _____

Address/City/State/Zip

E-mail address: _____

Phone #: _____

- Continental Breakfast provided.
- Lunch Choices: (select one)

_____ Chicken Italian: Chicken breast, olive sun dried tomato relish, seasoned vegetables & creamy polenta.

_____ Grilled Salmon Filet: Fresh grilled salmon filet with lemon and herbs. Seasonal vegetables and wild rice pilaf.

_____ Seasonal Ravioli: Pesto cream sauce, parmesan cheese and pine nuts. Sautéed spinach & vegetables.

Specify any food allergies: _____

DEADLINE for Registration:

April 26th

First Come, First Serve

Sponsors:



Sprint



Send Registration Form

By fax: Damara Paris, (913) 523-9873
By mail: Cindy Campbell, P.O. Box 416,
Neotsu, OR 97364

For questions: e-mail Cindy Campbell
at hqnw@charter.net



Oregon Telephone Assistance Program (OTAP) Application

Online OTAP applications: To print or complete an online application please visit: <http://www.rspf.org>.

The Oregon Telephone Assistance Program (OTAP) can help you with your phone bill. If you have telephone service and receive one of the following qualifying benefits, you can receive the current reduction of up to \$13.50 off your phone bill.

- Food Stamps
- Supplemental Security Income (SSI)
- Temporary Aid to Needy Families (TANF)
- Certain State Medical Programs or State Medicaid

The following is a list of residential phone companies that participate in OTAP

There are 4 cellular phone companies that participate ~ they are highlighted and marked with an * below.

ASOTIN BEAVER CREEK CANBY CO-OP CASCADE UTILITIES CENTURYTEL CITIZENS/FRONTIER CLEAR CREEK	COLTON COMSPAN EAGLE GERVAIS HELIX HOME PHONE CO. MALHEUR HOME	MIDVALE TEL. EX. MOLALLA MONITOR MONROE MT. ANGEL NEHALEM NORTH STATE	OREGON TEL. CORP. OREGON/IDAHO UTILITIES PEOPLE'S PINE PHONE CO. PIONEER QWEST	ROOME TEL COM SCIO MUTUAL SPRINT/EMBARQ ST PAUL STAYTON CO. TRANS CASCADE VERIZON
--	--	---	--	---

* WIRELESS TELEPHONE COMPANIES: * SNAKE RIVER PCS * EDGE WIRELESS * UNICEL * U S CELLULAR

(Cut on dotted line and mail the bottom portion of this application to the PUC)

Oregon Telephone Assistance Program (OTAP) Application – Please WRITE clearly.

If you have a situation that prevents you from providing certain information, please contact OTAP for assistance.

Applicant's First and Last Name (The applicant's name MUST be on the phone bill)	Applicant's Social Security Number	Date of Birth
Applicant's Home Address	City Oregon	Zip
Applicant's Mailing Address (only if different from your home address)	City Oregon	Zip
Applicant's Phone Company (eligible phone company from list above)	Applicant's Phone Number ()	

I want the phone company to reduce my phone bill each month under OTAP. I give PUC permission to verify I receive benefits from a public assistance agency and to share the information on this form with the phone company.

I understand the following:

- OTAP benefits start on the date the PUC approves the signed application.
- OTAP benefits will stop if I no longer receive one of the qualifying benefits. I will call the PUC when I no longer receive the qualifying benefits.
- My name must be on the telephone bill and I must have phone service in order to receive OTAP benefits.
- I need to allow 30-90 days for the phone company to apply the credit to my phone bill.

		Is this <u>NEW</u> phone service in the last 60 days? YES <input type="checkbox"/> NO <input type="checkbox"/>
--	--	---

Applicant's Signature

Date

Do you have questions? Call the PUC 1-800-848-4442 or 1-800-648-3458 (TTY) [Salem area: 503-373-7171]

Monday - Friday 8 a.m. to 5 p.m.

Email Address: puc.otap@state.or.us

Please Mail Application to: PUC, PO Box 2148, Salem OR 97308 or Fax to: 503-378-6047

Relaytionships

Have a loved one, friend or co-worker
you want to call today?



*You can, with Oregon Telecommunications
Relay Services. With different relay options for you,
making a call will never be difficult again!*

TTY: 711 or 1.800.735.2900 ASCII: 1.800.735.0644
Voice: 711 or 1.800.735.1232 Spanish: 1.800.735.3896
VCO: 1.800.735.3260 STS: 1.877.735.7525
900 Services: 1.900.568.3323 www.rspf.org

Customer Service in English: 1.800.676.3777
Customer Service in Espanol: 1.800.676.4290



Contact info: OTRS Account Manager,
Damara.g.paris@sprint.com

Telecommunication Assistance Programs
Oregon Public Utility Commission
550 Capitol Street NE, Suite 215
P.O. Box 2148
Salem, OR 97308-2148

ADDRESS SERVICE REQUESTED

TDAP Advisory Committee Members

Brant Wolf, Chair
Industry Representative
Oregon Telephone Association
bwolf@ota-telecom.org

Renwick Dayton, Vice Chair
Portland
Deaf Representative
ren_beth@comcast.net

Betty Sue Bischoff
Eugene
Hard of Hearing Representative
bettysueb@juno.com

Cheryl Davis
Monmouth
Professional Representative
davis@wou.edu

Lizzie McNeff
Portland
Mobility-Impaired Representative
mcneff@pdx.edu

Georgia Ortiz
Portland
Deaf & Hard of Hearing Representative
glo_treo@yahoo.com

Ishai Rosen
Corvallis
Deaf Representative
ishair@aol.com

Rosalie Schnackenberg
Portland
Deaf & Hard of Hearing Representative
rschnackenberg@gmail.com

Vacant – Soon to be filled
Salem
OPUC Representative

3 VACANT POSITIONS AVAILABLE ON THE TDAP ADVISORY COMMITTEE!

These positions are available:

- Deaf Representative
- Hard of Hearing Representative
- Speech-Impaired Representative

If you are interested in serving, please contact RSFP Manager Jonathan Cray at:

*jon.cray@state.or.us
(800) 848-4442 Voice
503-373-1400 Salem Voice/VP
800-648-3458 TTY
503-373-1413 Salem TTY*



Check our website for
information on OTRS.

[www.puc.state.or.us/consumer/otrs/
default.htm](http://www.puc.state.or.us/consumer/otrs/default.htm)

OTRS CONTACT INFORMATION

Damara Paris • OTRS Manager
700 SW Taylor St., Suite 300
Portland, OR 97205
(503) 937-2429 Voice Mail
(503) 937-2409 TTY
(913) 523-9873 FAX
damara.g.paris@sprint.com

Jonathan Cray • RSFP Manager
Public Utility Commission of Oregon
550 Capitol Street NE, Suite 215
P.O. Box 2148
Salem, OR 97308-2148
TTY: 800.648.3458 Fax: 503.378.6047
Voice: 800.848.8442
E-mail: puc.tdap@state.or.us



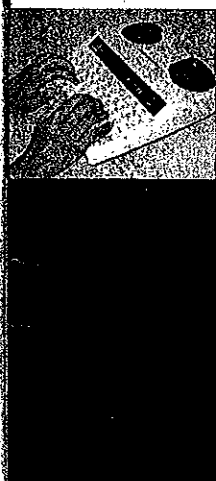
Appendix R

Copy of Annual Report Example

Oregon Telecommunications
Relay Service

Annual Report
Fiscal Year
2004

welcome to a new world of communication!



Oregon Telecommunications Relay Service





Table of Contents:

Letter from the Account Manager	2
Overview of the OTRS Program.....	3
Outreach & Marketing Report:	
Business Awareness Campaign Update.....	3
Spanish Relay Outreach Campaign.....	3
New OTRS Brochure Project.....	4
CapTel Trial/Outreach Campaign.....	4
CapTel Total Call Volume.....	5
Public Education & Promotion Report.....	7
Presentations/Trainings.....	7
Advertising and Articles/Public Relations.....	7
FY'05 Presentations/Booths	8
OTRS Statistic Report.....	9
Oregon Total Call Volume.....	9
OTRS Billable Minutes & Call Origination.....	11
Customer Service Contact Data.....	12
Fiscal Year '04 Statistics Report.....	13
Fiscal Year '05 Forecast Statistic Report.....	16
Supporting TDAP Team.....	18
Sprint Industry Report	19
New Products for Sprint Relay.....	19
Relay Services Programs	24
Supporting Sprint Team.....	25
FCC Reviewing Comments and Order.....	26

Letter from Sprint Account Manager:



Dear Oregon Telecommunications Relay Service (OTRS) Consumers:

In the 2004 Fiscal Year (July 1, 2003 to June 30, 2004), Oregon Telecommunications Relay Service continued to deliver the highest quality of functionally equivalent services to meet our customers' telecommunication needs. We experienced a minor decrease in call volume, perhaps due to the explosion of Internet Protocol Relay (i.e. Sprint Relay Online) and Video Relay Service. The Average Speed of Answer (ASA) and Service Levels continued to exceed the State of Oregon's requirements.

One of OTRS' most exciting achievements for the deaf and hard of hearing community in Oregon was the introduction of State Captioned Telephone (CapTel) as a full-featured TRS option on February 1, 2004. What's more exciting is that Oregon is the third state in the entire nation providing CapTel Service. CapTel is becoming increasingly popular, and the TDAP staff has heard from a large number of people who want to trade in their amplified phones for CapTel units. Sprint looks forward to continuing to build awareness about CapTel in 2005.

In April 2004, Sprint was selected to continue to be the Relay Provider for Oregon for another two years, with an option to extend the contract for up to three additional years. Sprint is very excited about this opportunity, and we look forward to continuing our work together.

Last, but not least, Sprint wants to extend special thanks for your support in making this year a success. We look forward to 2005 with the continued implementation of CapTel and Spanish Relay outreach programs. We hope Sprint's services will greatly improve the quality of life for the Oregonians. I assert this because the relay benefits EVERYONE.

Sincerely,

A handwritten signature in cursive script that reads "Aparna Lele".

Aparna Lele,
Account Manager

Outreach & Marketing Report:



Each year, funds are set aside from the OTRS contract to provide outreach to specific populations that benefit from the relay program. In the past, outreach projects have focused on the general population, senior citizens, businesses and the speech-impaired community. Often subcontracts are awarded to ensure outreach projects are completed. For example, during the 01-02 fiscal year, Sprint Relay subcontracted with a speech pathologist to provide information to the speech-impaired population about Speech to Speech (STS) and Hearing Carry Over (HCO). During the recent fiscal year, four major outreach programs were conducted for OTRS:

Business Awareness Campaign Update:

Educating businesses not to hang up the phone when receiving a relay call has been an ongoing goal of the Oregon Telecommunications Relay Service. An ambitious program of 6 speaking engagements, Chamber of Commerce presentations, and over 200 follow up telephone calls are showing results.

In our survey last year, Fred Meyer stores received many complaints for being "OTRS unfriendly." In response to the complaints, the Account Manager made presentations to the Human Resource Administrators of Fred Meyers in October and January. During the presentations, the Account Manager emphasized the need for employees to be trained how to answer and return relay calls. They pledged to "do everything within their power to satisfy the customer" and also asked for additional training for their staff. The Account Manager received positive feedback from the attendees of the training, who said that the presentation and the orientation kits were very helpful.

The business outreach effort has also been actively engaged in educating individual Chambers of Commerce and their membership about OTRS. The program achieved statewide success in October when orientation kits were distributed to all members at the Oregon Chamber Executive (OCE) Conference in Medford. This is an annual meeting of Chamber presidents from throughout the state. OCE President Elect Chris Scheck and associate Jeremy Conlux from the Lake Oswego Chamber championed our program to more than 50 top Executives by encouraging members to participate and become OTRS friendly!

Spanish Relay Outreach Campaign:

Based on the rising number of Hispanics in Oregon, OTRS Account Manager implemented our Hispanic outreach program to help educate the Hispanic deaf, hard of hearing and speech-impaired population on the use of Spanish Relay. The Account Manager developed relationships with the Oregon Hispanic Chamber of Commerce and the Oregon Rehabilitation Counsel on



Deafness to help promote Spanish Relay. The Account Manager also provided outreach to deaf Hispanic students at the Oregon School for the Deaf. The Spanish brochure project was implemented and was translated from the English Brochures. We are still seeking a Deaf Hispanic contractor for this ongoing program to promote Spanish Relay in the Hispanic community.

New OTRS Brochure Project:

OTRS is very pleased with the results of the new OTRS brochure. This has been the most challenging and extensive outreach project of 2004. The purpose of 25-page brochure is to provide a comprehensive, user-friendly overview of all the features offered by OTRS and help relay users determine which relay services best fit their needs. The brochure provides fully detailed information, along with step-by-step instructions on each type of relay call, so a user can make a relay call independently. We look forward to collecting feedback from the community and implementing improvements. This program is ongoing in 2005. As we continue to build awareness about Oregon TRS, our customers will enjoy better service and much less frustration!

CapTel Trial:

The State of Oregon was one of the 9 states conducting a CapTel trial, using the newest technology in telephone relay service. Over 200 Oregonians signed up to participate in the trial for 15 months. The purpose of the trial is to solicit feedback on the CapTel product, and we received so many positive responses, we extended the trial until February 1, 2004. Oregon also signed a short-term contract to provide the CapTel services until June 30, 2004 and worked with Sprint and Ultratec to complete the transition from the trial to a full service offering that meets all of the FCC requirements. During the transition, OPUC contacted the trialists with the information on how the transition of equipment occurred. OPUC spent two months helping the trialists with the exchange of the old phones with new phones in order to use CapTel service and add more interested applicants to fill in the slots. Overall, the transition went well and the number of CapTel calls has been increased over the last 5 months. Since the implementation of the new OTRS contract, which began July 1, 2004, CapTel has become one of the contracted services for the next 2 – 5 years.

CapTel Outreach Campaign:

The State of Oregon is the 3rd state to provide CapTel service that meets all FCC requirements. CapTel Trial service was converted to FCC-compliant service on February 1, 2004. Oregon CapTel Users now benefit from the following: 911, end-user toll billing and carrier of choice, 900 pay-per-call, international calls.

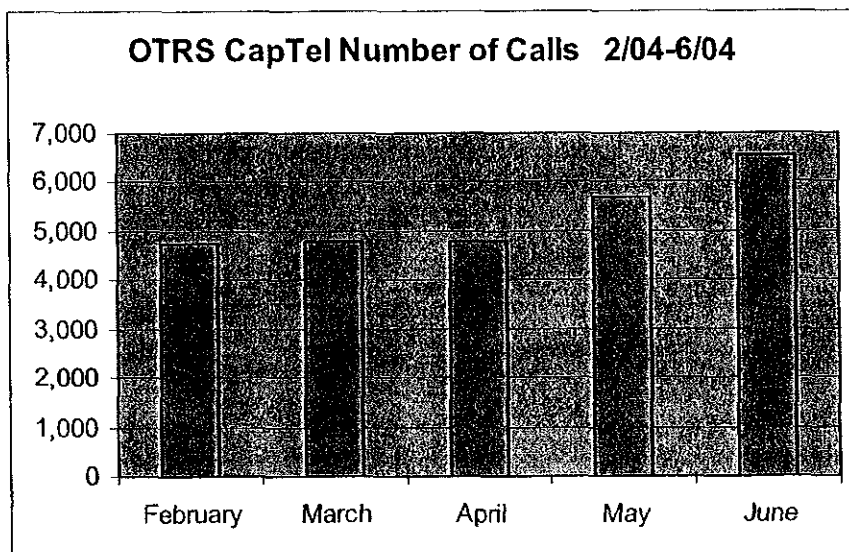


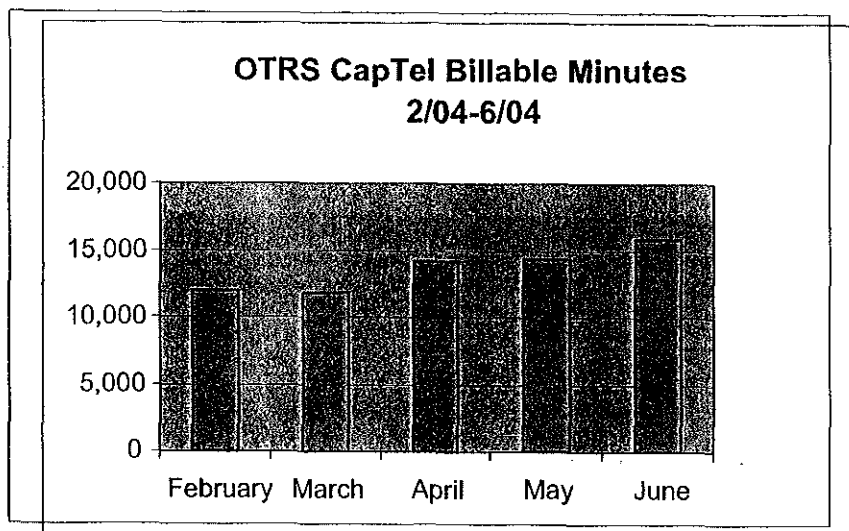
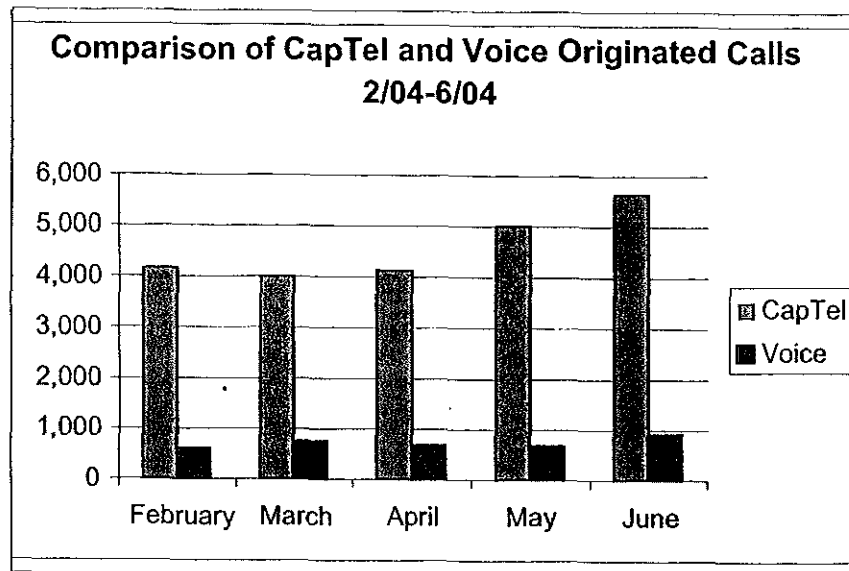
Since the implementation of FCC-compliant CapTel service, we have worked with the trialists to exchange their old phones for new phones with additional features, and educated 911 centers about how to handle 911 calls via CapTel.

To best launch CapTel, the Account Manager worked with OPUC to create a new outreach program promoting CapTel to the community, and we contracted with Nancy Hammons to coordinate the CapTel outreach. We did the following:

- Developed newsletters with a CapTel column for Fall 2003, Spring and Summer 2004. (Examples: CapTel Tip, CapTel interview and CapTel outreach).
- Presented four refresher trainings to CapTel users about the new features such as 911, implemented echo solution, and long distance calls being billed in Portland, Salem, Bend and Eugene.
- Provided CapTel presentations to all 911 center managers on how to handle 911 calls via CapTel.
- The Account Manager, CapTel Outreach Coordinator and TDAP staff have collected and responded to any complaints, commendations, and inquiries regarding CapTel service.
- Managed the OTRS booth at two trade shows at Oregon Health & Science University in Portland and Stayton.

The statistics below indicate the amount of usage generated by CapTel. The three charts show an increase in call volume over 5 months.







Public Education & Promotion Report:

The OTRS Account Manager, in collaboration with the outreach vendors, promoted relay service awareness by providing presentations and trainings and creating and distributing promotions.

Presentations/Trainings/Advertising/Articles/Public Relations
(July 2003-June 2004):

Middle School class, Oregon School for the Deaf	Salem Self Help for the Hard of Hearing (SHHH) Chapter	Oregon Chamber Executive (OCE) Conference
CapTel refresher training, Portland	Fred Meyer Human Resource Center, Two times a year	CapTel refresher training, Bend
CapTel refresher training, Salem	CapTel refresher training, Eugene	Town Hall meeting, Medford
Oregon Chamber of Commerce	OTRS Forums in Eugene, Portland and Salem	Open House for Parents, Oregon School for the Deaf
Providence Elders Care	NorthWest Bowling for the Deaf Event	Oregon Health & Science University
Portland Metro Association of the Deaf	911 statewide training retreat for center managers	Oregon Association of the Deaf
Oregon Rehabilitation Counseling for the Deaf	Hispanic Chamber of Commerce	Canby Chamber of Commerce



<p>Monthly OTRS advertisement in Self Help for the Hard of Hearing (SHHH) Newsletter</p>	<p>Monthly OTRS advertisement in Oregon Association of the Deaf Newsletter</p>	<p>OTRS advertisement in 2003- 2004 Oregon SW Washington TTY Directory book</p>
<p>Press Release in Chamber of Commerce newsletter</p>	<p>OTRS Newsletters Two times a year</p>	<p>Cover Story: OTRS Administrator's view on CapTel, Sprint RelayToday newsletter</p>

The list of the next year's OTRS presentations/booths is given below:

- Early Hearing Detection and Intervention (EDHI) Program
Oregon Museum of Science and Industry, Portland
- Hearing Today and Tomorrow event
Oregon Health & Science University, Portland
- Chestnut Lane Assisted Living Community for Deaf and Deaf-Blind,
Gresham
- 5 CapTel workshops/trainings
Medford, Portland, Salem, Eugene and Bend
- Vocational Rehabilitation Agencies: 54 throughout the state
- Portland Community College, and Western Oregon University
- Oregon School for the Deaf Telecommunications Program
- Well Fargo Bank
- Audiology Centers (hospitals & private practices)
- Senior Citizens retirement communities
- Developmental Disability Agencies: 23 Portland Metro area

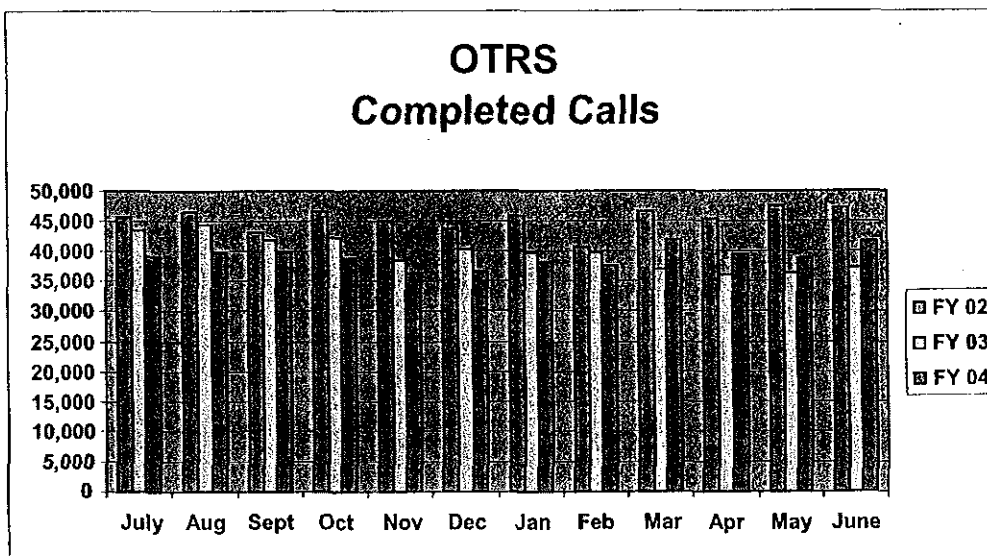


OTRS Statistics Report:

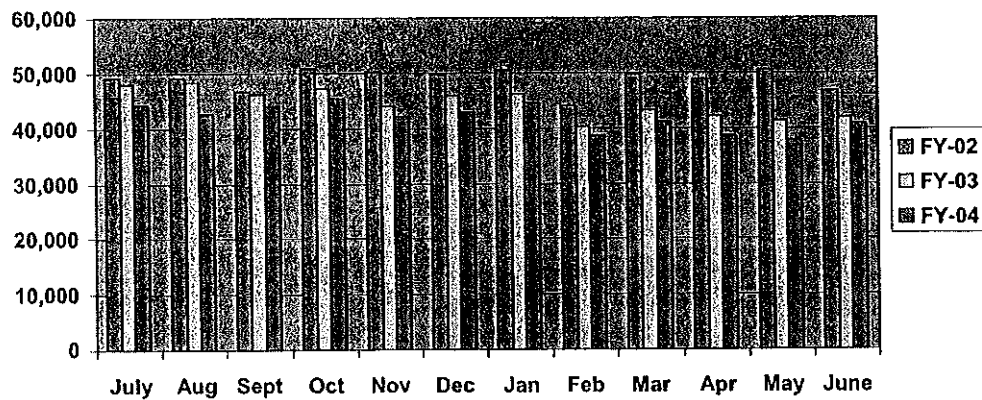
Since the passage of the Residential Service Protection Fund in 1987, Oregon has worked tirelessly to ensure telecommunication access for people who have hearing, speech and mobility disabilities. In 1989, the State began providing the Oregon Telecommunications Relay Service (OTRS) and processed 6,600 outgoing calls a month. Since OTRS first began, Oregon's call volume for TRS calls has grown tremendously. For the month of July 2003, Oregonians made 60,856 outgoing calls and received 44,211 incoming calls, for total of 161,018 minutes. In calendar year 2004, Sprint processed 1,183,810 Relay minutes (incoming and outgoing) for Oregonians. The State of Oregon should be commended on their commitment to providing quality relay services to Oregonians.

Oregon Total Call Volume:

These charts indicate the trends of the OTRS annual call volume. These numbers reflect the availability and usage of new technology provided by Sprint in areas outside of traditional relay calls. For the past year, we experienced a decline in traditional call volume due to new technologies such as Video Relay Service, Sprint Relay Online.



OTRS Inbound Calls



OTRS Outbound Calls

